

Just Food Assessment and 5-year Strategic Plan

2018 - 2023



Assessment Executive Summary

Background

Just Food is a critical community asset, serving approximately 13,000 Douglas County residents in the past year.¹ According to Feeding America, there are 19,198 food insecure individuals in Douglas County; out of the 26 counties that Harvesters serves, Douglas County has the fourth highest rate of food insecurity (16.5%).² The poverty rate in Douglas County is 19.2%.³

Major Findings

Just Food has made substantial progress in recent years, as evidenced by:

- Overall positive feedback from clients and partners
- Quality of food donations, including produce, from grocery stores and local farmers
- Choice system implementation and refinement
- Pantry layout improvements

Of the 312 Just Food clients surveyed,

- 78.6% have skipped meals in the past week
- 46.6% state that the quantity of food is not adequate
- 82.5% report food available at Just Food is healthier than at other pantries
- Money is the main barrier cited to making dietary changes

Access barriers cited:

- Transportation
- Time; Busyness of pantry, especially at peak times
- Hours of operation insufficient
- Lack of identification

“I don’t look like I’m starving, but I’m not eating well.”

- Food pantry client

“I’m out of funds for groceries for the month.”

- Food pantry client, halfway through month

Recommendations

- Ensure food staples are more consistently available
- Stock shelves more regularly
- Consider adjusting allowed amounts and the limit on the monthly allowance of food
- Establish a mobile food pantry
- Explore possibility of city providing Just Food with bus passes for clients
- Establish a delivery program for special populations
- Expand hours of operation to include two evenings per week and (some) Saturday mornings
- Expand food recovery efforts to additional restaurants, stores, and institutions
- Process for allowing social workers to vouch for clients
- Process for designees picking up others' food
- Expand foods available to meet needs of disparate populations
- Continued quality control of food that has a limited shelf-life
- Engage in related advocacy efforts
- Explore with city whether the bus might stop nearer to Just Food (instead of one block away)



Methods

In the spring and summer of 2018, data was collected from 312 Just Food clients via client surveys, four one-on-one in-depth interviews with community partners from Lawrence-Douglas County Health Department's Family Services and the Bert Nash Homeless Outreach Team, and six focus groups totaling 66 participants. Focus groups were conducted with the Just Food client advisory board, other groups of Just Food clients, Spanish-speaking clients of Centro Hispano, residents of the Pine Ridge senior apartment complex (70% of residents are homebound), and residents of Edgewood Homes low-income housing complex. Surveys were distributed at Just Food, with reading and writing support from KU social work interns as needed.

Client and partner voices: Gratitude

“Many of the people I work with, the only reason they eat is because of places like Just Food, the LINK Kitchen, and Salvation Army. We work with quite a few people who don’t have an income at all, for whatever reason...mental illness, disability, whatever other issues come up that has caused them to be homeless. And so, for a lot of those people, the only places they can go to eat, are places like Just Food, the LINK Kitchen, and Salvation Army. **Without Just Food, I have quite a few people that would probably be starving and/ or eating out of a dumpster.**”

“[A homeless outreach worker] uses the donations he gets from Just Food as a way of making contact with people and staying in contact with people. Some of the people that we work with have a hard time trusting people, so him having that as a way of being able to build rapport with them a lot of times helps us to be able to make friends so that later on down the road, **you may start by giving some guys granola and peanut butter, that might turn into them being willing to let you help him get his birth certificate and state ID,** or filling out Section 8 or disability paperwork, or getting involved in SORE program, which helps people who are severely and persistently mentally ill get disability benefits.”

“I really like the fact that they have a daily food pantry. A lot of the other food pantries in town, you can only go to once a month. For people on a very fixed income (like disability and only making 750 or 770 a month), after you take out the cost of housing, electricity, and water, there’s not much if nothing left, considering the average rent in Lawrence is like 500 per month. Those people survive on that. That’s the only way they’re going to eat.”

“It was probably the hardest part of my life to say I needed help. To me, it was just **knowing I could come in with no judgment, and that I could feed my kids at the end of the day,** and was able to get back on my feet because of it.”

“Just Food means **happy faces and round bellies.**”

“It’s absolutely **the difference between my family eating and not eating.** We don’t qualify for food stamps. It’s just \$100 too much, but the amount of money that is there for food, there’s basically nothing left after bills. So, it is the literal difference between not eating and eating great food. I mean, we eat great food because of Just Food.”

“If it wasn’t for this place, my kids wouldn’t have eaten. I was so sick... If it wasn’t for Just Food, I wouldn’t have known what to do.”

“The cooking class was awesome. Being a single mom, I was able to bring my son here, and of course there was a perk in it for me because I got a knife sharpener or something, but it was also great for him, and I was able to do something with my boy without having to spend money.”

“They do a heck of a job with a very small budget.”

“I can’t imagine not being able to have Christmas or Thanksgiving because of not having Just Food.”

“It improves your overall quality of life. It really impacts my life. **I don’t have to just eat Top Ramen or cans of pork and beans.**”

“You know you can **come and take care of your needs here.** I put pressure on myself all the time. But I don’t feel pressure here.”

“Can’t nobody starve because of Just Food...**God bless** that they there for us.” (sic)



Client and partner voices: Barriers

Transportation

“A lot of transportation issues. **It’s very hard for a lot of people without an income to get to Just Food**, and even just riding on the bus can be somewhat difficult to transport their monthly.”

“Transportation has always been a big issue for our population, both homeless and mental health. Like the Emergency Shelter has bus passes the city gives, **could they give more bus passes and hand them out from Just Food?**”

“**It was so hard to get the food from here, because I had to take the bus**, and with the baby especially, he wasn’t quite big enough to walk. I took my backpack, and the baby, and all the groceries (my husband is away because it’s in the daytime, so he is not out from school). Maybe you can consider maybe this program that you can get picked up if you enroll ahead of time. At least for the monthly, when we come to get many things, because we cannot carry it. Share ride program, or volunteers could help deliver. I would get a ride from a friend, sometimes I would get a ride, but sometimes our date would not be the same, so sometimes I would skip one month or two. Because together with him, and all the things [I couldn’t do it].”

“The bus stop is at the top of the hill, and one about a block away. It comes by about every half hour, so it’s as ideal as it could be, but it’s still really hard. It’s possible [to come here], we’re doing that. But it’s hard. So, **it’s going to be better if you have that kind of [ride sharing or mobile pantry or delivery] service**. Especially for a family with kids. Even our senior citizens in the community – it’s the same thing.”

“When I was really sick, **I had cancer, and sometimes I didn’t even feel good enough to do anything**. That’s an extra thing—maybe someone would want to volunteer to help out from the community. That would give an extra boost of how great Just Food would be.”

“In the summer, it’s so hot. **The hour and a half it takes to wait for the bus, get the bus, get a transfer, and get it home**. You know? You’re worried about it spoiling.”

A Bert Nash Homeless Outreach Worker said a mobile pantry going out to Clinton Lake, where there are a number of people camping, would be very helpful. Some people don't have any transportation, and it's a long drive to the other side of the lake and they don't have gas money. If a mobile pantry were deployed, Just Food could coordinate with the Bert Nash workers to let people know when they are coming.

"I just pay my neighbor \$5 **to give me a ride.**"

"I have epilepsy and I can't drive, and I have an autistic seven-year-old (so picking up food is very hard)."

"For **homebound** people, why couldn't Just Food get a church to deliver food to people? Churches have vans sitting around 7 days a week. That would be so simple."

"Many people here don't have transportation. If you had a **mobile food pantry** come (to this low-income senior housing complex) 2-3 times a week, you'd have a line out the door."

Various conversations and focus groups identified populations that may especially be at risk for experiencing transportation barriers: senior citizens, those experiencing homelessness, people who don't have a (working) car or don't drive, international students, camping homeless population at Clinton Lake, outlying communities (Eudora, Baldwin, LeCompton).

Time

"People **wait an hour before they open** to get in line, but when you get in there, the food's gone. You just get what's left."

"A lot of people work during the day. That's a real barrier. **8-5 is not good for a lot of people.** One or two evenings a week would be huge. Saturday morning half-day would be very helpful."

"I stopped coming at the peak times, like **1:00 on a Monday, you won't see me here.**"

"One of the jobs I switched to, I didn't get out until 6 at night, and you guys are closed. Only Mondays you are open late, except for one Monday a month, you guys are closed. And it was the only day you guys stay

open late is the same day you guys close...**If you are going to close, maybe don't do it on the one night a week you are open late.** Because that's the only time people who are working late can get there. That was one week I would go without. I couldn't use the resource that was here, because I wasn't able to get here any other time."

Lack of eligibility

"You know, I talked to a **woman living on the streets the other day. And...she didn't have an ID, and so she cannot come here.** And that just made me so sad. I mean, I'm not a homeless person, we have stable housing. And I would say we still need what Just Food has, but not like she does. I don't know if there's any sort of provisional number or something you can give to someone like that. Or some way to accommodate them where they're at. And frankly, she would need an attorney or an advocate or social worker, and she didn't have that to start to help her get her documents."

A Bert Nash homeless outreach case worker suggested letting case managers vouch for people who do not have identification so they can get food. The process of helping someone get an ID can take six months or longer. "On top of that, there's times when I know someone is much in need of food and I'm trying to get them some extra and they've already met their monthly quota. I wish we had a little more ability to be flexible... **I get a lot of people when they get into a house they go and get their monthly and that's literally all they have in their house.** We would like to be able to get them 20 cans of soup. I get it, no complaints. But it would be nice to have a little more discretion."

Awareness

The surveys conducted were with current Just Food clients, as were most of the focus groups. Not surprisingly, these groups were all aware of Just Food's services. However, it is worth noting that there was a lack of awareness about Just Food among Centro Hispano focus group participants, even though 5 of the 6 participants had lived in Lawrence more than 10 years. Only one of the participants had utilized Just Food.

Spanish-speaking participants offered that good places to reach people to raise awareness include:

- Laundromats
- Flyers in small food stores and La Estrella (Mexican store)
- Centro Hispano
- Public libraries

Programmatic Suggestions & Feedback

Comfort/Ease of Use

“I have been impressed by the people at the counter; **I have never seen anyone disrespected.**”

“**I like what you have done up front.**”

“The times I’ve been, **it’s been super busy.**”

“**The system is a little confusing.** This many of this, this many of that. I like when people are flexible and aren’t going to make you put a sandwich back.”

“**The allowed amounts are confusing.**”

“Sometimes **the points system seems askew.**”

“**Perhaps number the coolers by points.** It gets so stressful when it is crowded.”

“**The points don’t seem to make sense since things of varying sizes have the same points.**”

“**I would like to trade out items** for items that I need more of.”

“**Make this feel like more of a grocery store,** and that people can’t tell your items are from Just Food. You never want your kids to feel like you can’t do it.”

Food Availability

“Need more options. **Oftentimes the shelves are empty.**”

“**More food for the demand.**”

“**It is important to get here early, when there are more choices.**”

“**Put more food out quicker as soon as shelves empty out.**”

“**I wish I could grab more meat for the month.**”

“**Sometimes there are a lot of people and sometimes things are sold out early,** and they don’t have more of what I need. It happens often.”

“**The pickings are slim after a while.** And its like you’ve got to get [your meat for the month] now and maybe they only have bacon. They get swamped, and you’ve got to get your monthly supply with just what’s left. (They’re not really stocking the shelves while people are shopping.) That always happens to me.”

“I’ve got a large family. I’m allowed 2 gallons of milk. **Frequently when I come in, there’s not milk to be had. I have six kids still at home.** We can go through a gallon of milk in a day.”

“**Sometimes not enough food.**”

“**I wonder why proteins are available one day a month.**”

“More setting up meals so you don’t have to scrounge something up. **Ideas for meals to put together from what they give you** (ingredients to make an entire meal.)”

Classes

“The cooking classes help educate people who have grown up on a ‘beige diet’ **add color.**”

“I went through the kitchen training, and then I got the real certificate, and I need to pay more than 100 for the certification as a kitchen manager, so it’s a really good thing, but I guess maybe you can spread the news to international families here, because many of us when we come here, we will have different careers here. **If you offered the [kitchen] training to more international families, it might help a lot.**”

“Maybe if you guys could change it up, a **canning class or a coupon class**, or things of that nature, because those empower people. HyVee price matches everything on front flip, if you have that app. Things like that would be beneficial and empower folks.”

Residents of Prairie Ridge requested cooking classes on-site on the topic of cooking for one (or two).

Additional Feedback

- Establish a mobile food pantry, similar to the Bookmobile concept. Potential sites identified for establishing a mobile pantry included: senior housing, public libraries, food deserts (North Lawrence), and near 23rd Street, possibly in the old Hobby Lobby parking lot.
- Continue strengthening food recovery efforts with additional restaurants, stores, and institutions. One woman shared she used to work for the hospital and they’d throw away hundreds of dollars of food each night.
- Look at whether food provided for one-member household is sufficient.
- A suggestion to have case workers that could talk to clients about their needs and connect them to additional community resources, and possibly food delivery or a proxy.
- Have a volunteer who could help clients with mobility impairments fill their basket.
- Consider adjusting the limit on the monthly allowance of food. Many clients report having to go to multiple food pantries to get enough food; transportation is a challenge and gas is expensive. Also, explore whether instead of having to transport everything at once, clients could get smaller amounts more frequently. Relatedly, if the pantry is out of a staple when a client’s monthly allocation is supplied, keep track so the person can come back and get it another time.
- “If you leave and come back, you won’t have the same place in line.” Clients suggested an app that could let people know the wait time, and even foods available.
- Though most people had positive experiences, some shared problematic encounters. Emotional intelligence among the volunteers is important, as is continued training on confidentiality and respectful client engagement.

- A client suggested considering inclusion of Just Food clients in fundraisers to humanize poverty. This would help with building relationships, connection, and empathy. “You want to do something about justice in this community, bring people together...Food is what connects us.”
- Another suggestion was growing an Endowment for long-term sustainability.
- A homeless outreach case worker wondered whether Just Food could partner with K-State research and Extension to develop a nutrition curriculum for people living in extreme poverty.
- Another suggestion was whether Just Food could can some of its donated produce. This would help with longevity of large quantities of fresh food donated. Some canned food could be distributed through the pantry, and some of it could be sold with a Just Food brand to raise funds.
- Clients were enthusiastic about but had little awareness of the new Pots and Pantry program.
- Create an on-site suggestion box on site (not everyone has access to internet).
- Perhaps clients could be encouraged to volunteer for Just Food if they are able.
- Partner with KU for fundraisers (such as the Greeks); with churches for food acquisition and fundraising.

Requested Items

Clients expressed that having more regular access to staple foods would be beneficial. Specifically, the following items were requested:

- Meat (expressed by 48% of survey respondents); hamburger, chicken, hot dogs
- Milk/ dairy products, butter, eggs
- Peanut butter, jelly; peanut butter without added sugars; alternative nut butters
- Cereal; whole-grain foods
- Lentils, black beans
- Diapers and pullups, especially larger sizes (typically, only seem to have smaller sizes)
- Ingredients for entire meal
- More fruits and vegetables, and “superfoods” such as avocados, sweet potatoes, spinach
- Clean protein sources
- More vegetarian options
- Sugar, flour, onions
- Spaghetti sauce
- Toiletries and basics like dish soap
- Items for those with special dietary needs such as gluten-free, low-sodium, low-sugar, soft foods, high-calorie needs (e.g., for those who experience diabetes, celiac disease, or are edentulous)
- Healthier foods for people who don’t cook from scratch

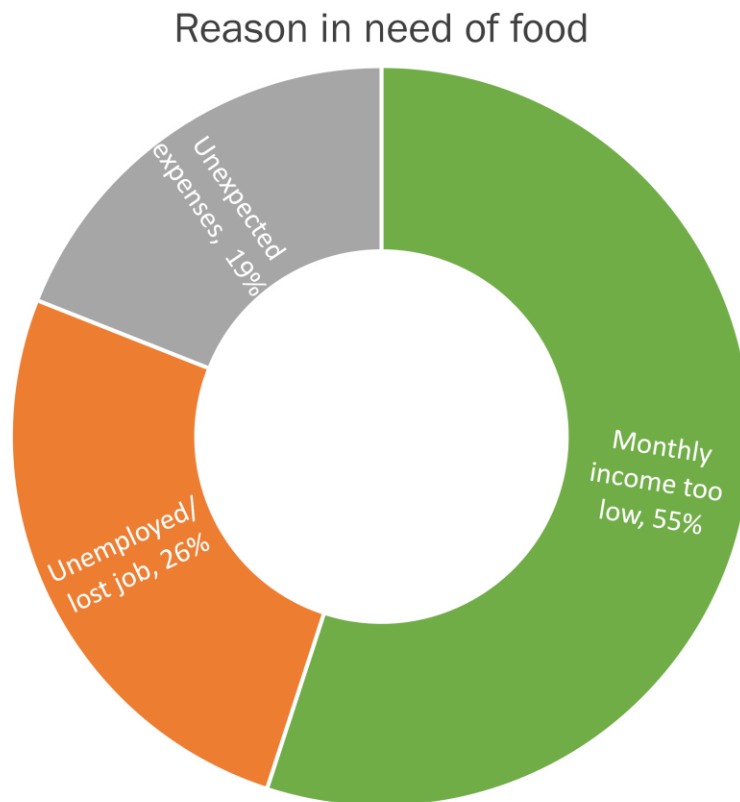
Having culturally-relevant items would be a way to better serve clients. Cilantro, hot peppers, and tostadas were specifically requested by Spanish-speaking community members.

Bert Nash Homeless Outreach Team members stated that because of the circumstances of people experiencing homelessness, portable food items like granola and ready-made items like sandwiches are extremely helpful. Cans are heavy, and people may not have can-openers, and once they’re open, they’re open. However, shelf-stable items are critical, as people living under the bridge, by the river, or camping at the lake to not have refrigerator access. Thus, easy-open cans are also helpful. The most beneficial food is the military rations, which are high-calorie, highly nutritious, and come with a chemical heating element. Camp cookware would also be helpful.

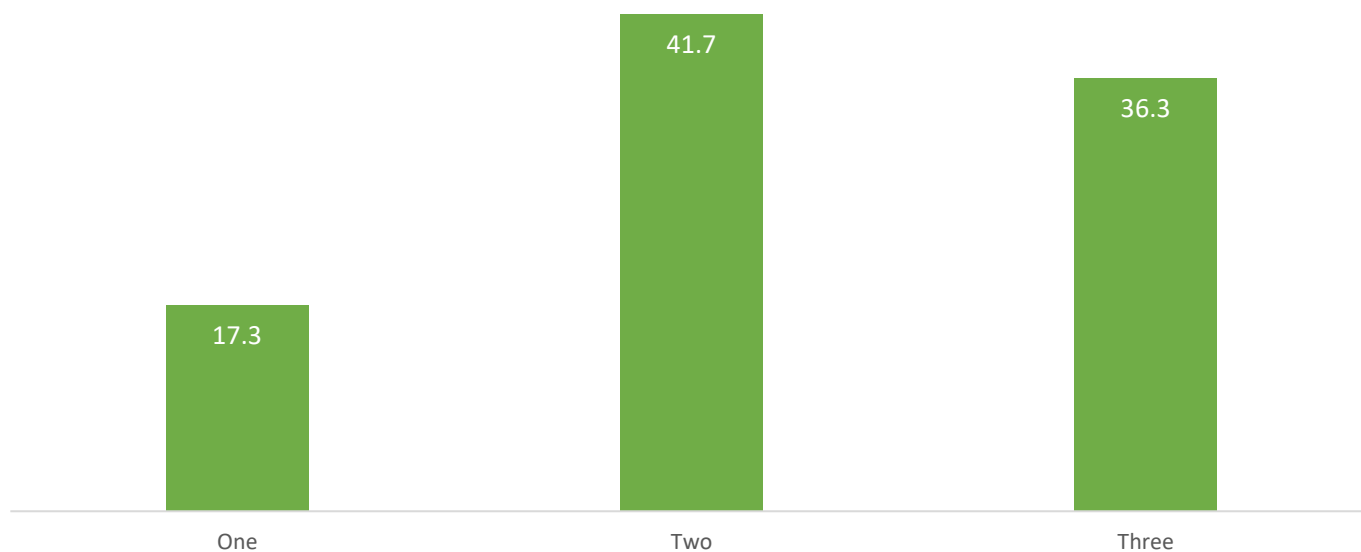


Additional Client Data

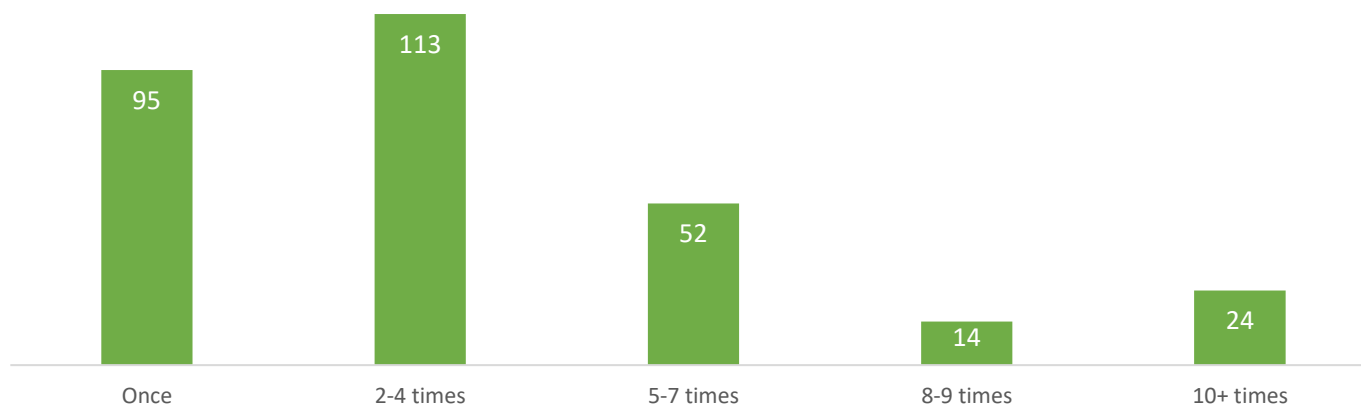
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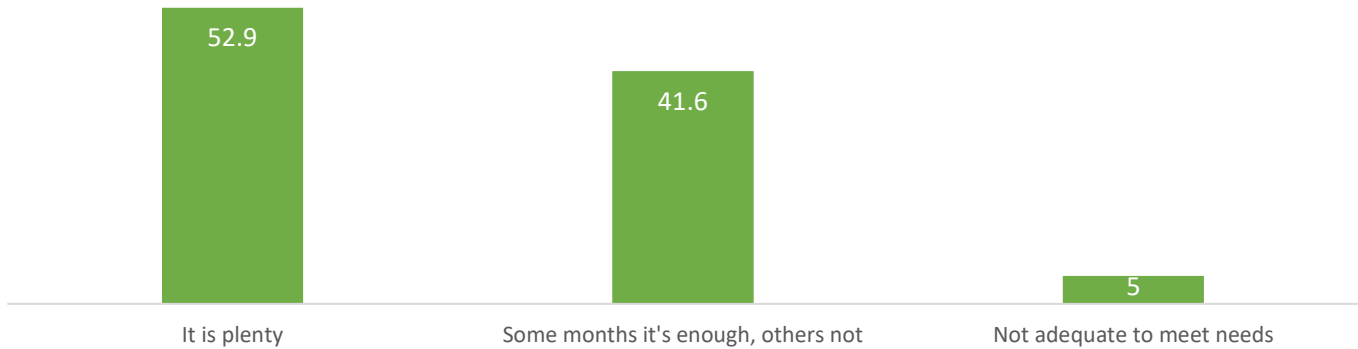
Number of meals eaten daily by Just Food clients



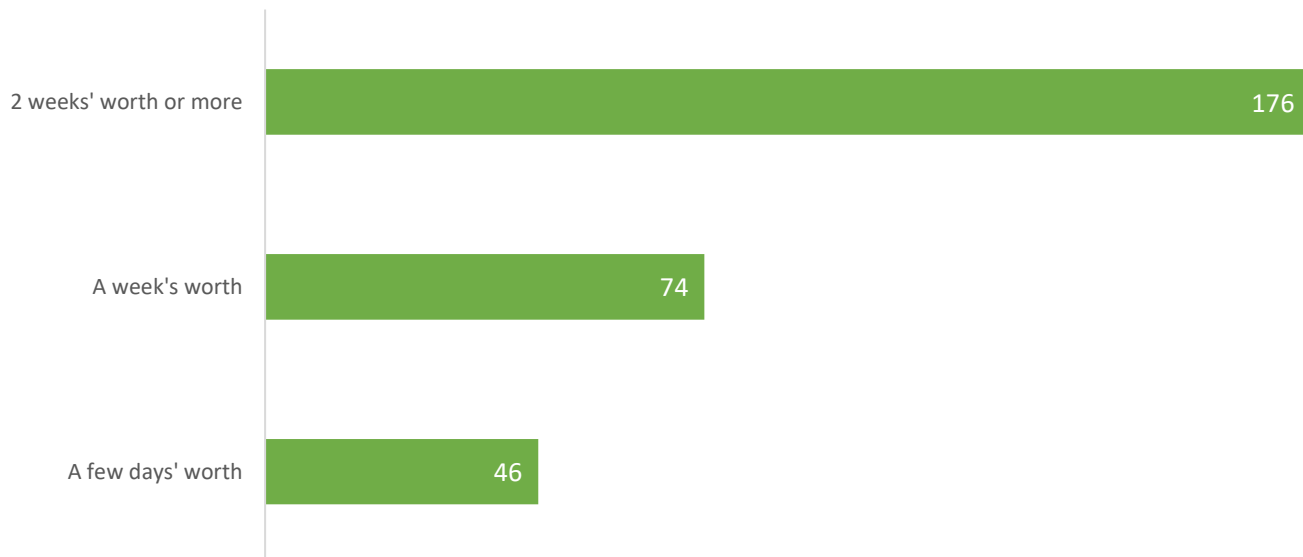
Frequency of clients visiting Just Food each month



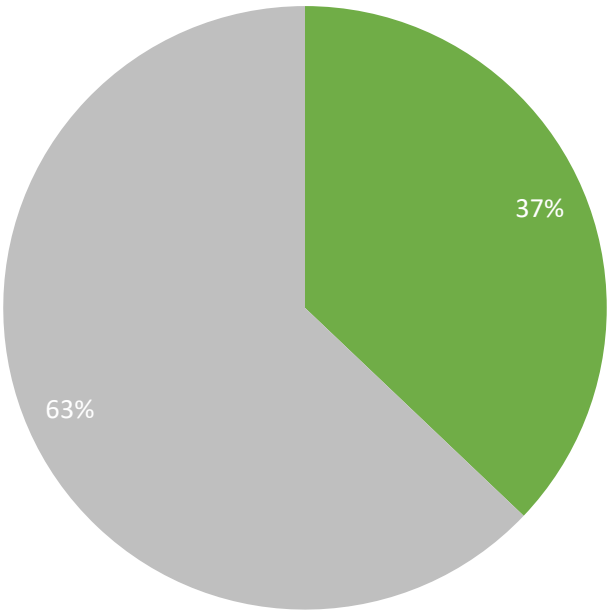
46.6 percent of clients state the amount of food allotted is inadequate



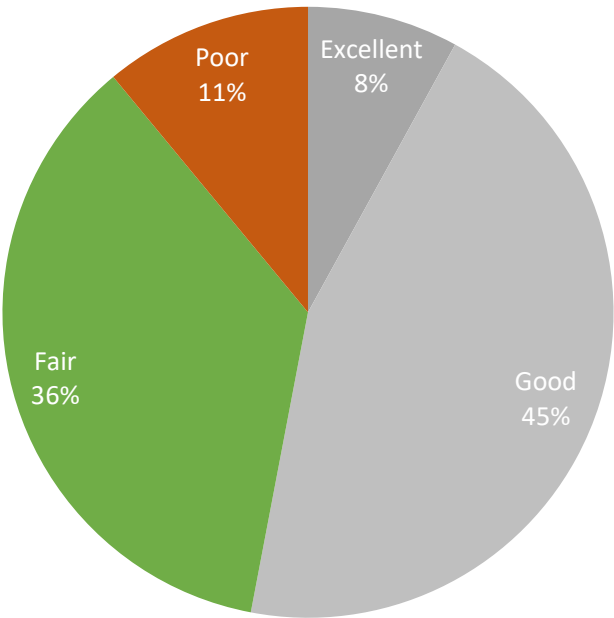
Amount of food needed by Just Food Clients to ensure enough food for the month



More than one-third of clients report conditions which should be managed by diet (such as heart disease and hypertension)



Almost half of clients report fair or poor health



"Let thy food be thy medicine and thy medicine be thy food."

Strategic Plan: 2018 - 2023

Vision: A community where all residents are free from hunger.

Mission: End hunger in our community by increasing access to healthy foods, reducing barriers to health and well-being, and cultivating self-sufficiency.

Just Food: Guiding Principles

- Provide access to nutritious food, while respecting the dignity of every human being.
- Address root causes of hunger and cultivate self-sufficiency.
- Collaborate with community partners to effect positive and sustainable change.
- Ensure a culture of stewardship grounded in transparency and sustainability, and informed by the needs of our community.
- Support people through the lens of equity and diversity.



Strategies

Reduce transportation barriers

- Establish a mobile food pantry
- Establish a delivery program for special populations
- Explore with city whether the bus might stop nearer to Just Food (instead of one block away)
- Explore possibility of city providing Just Food with bus passes for clients and providing clients with grocery carts

Reduce client barriers

- Expand hours of operation to include two evenings per week and (some) Saturday mornings
- Expand food pantry availability in schools and other locations
- Troubleshoot potential efficiencies during peak times
- Utilize technology to improve food distribution

Operations

- Strengthen development efforts
- Grow and retain staff
- Formalize and grow volunteer program
- Build reliable food recovery fleet
- Remodel or obtain new building
- Grow strategic partnerships
- Develop process for assessing and vetting programs

Food supply

- Ensure food staples are more consistently available
- Consider adjusting allowed amounts and the limit on the monthly allowance of food
- Expand food recovery efforts to additional restaurants, stores, and institutions
- Expand foods available to meet needs of disparate populations
- Grow participation in public food assistance programs (promotion, outreach, enrollment)

Other barriers facing vulnerable populations

- Address identification alternatives for vulnerable populations
- Process for designees picking up others' food
- Promotion among Spanish-speaking populations; ensuring culturally-appropriate foods are available
- Grow "Hunger and Health" efforts to enhance integration of social services and health care

Advocacy

- Leadership on community initiatives to reduce poverty and food insecurity
- Engage in related advocacy efforts

Programming

- Evaluate and expand Just Cook
- Evaluate and expand Just Grow
- Evaluate and expand Kitchen Works
- Evaluate and expand Pots & Pan-try
- Work towards supplying home and hygiene staples



Objectives

Short-term objectives

Reduce transportation barriers

- By 2022, serve at least 75 people through a food delivery program for special populations.
- By 2021, serve at least 1,000 people through the mobile pantry.
- By 2021, increase number of T bus passes distributed to clients by 5%.

Reduce client barriers

- By 2020, increase client satisfaction, including client satisfaction with their experience during peak times and regarding availability of food staples.
- By 2021, increase families served through school pantries by 30%.
- By 2022, assure sufficient facilities & equipment for food distribution, as evidenced by staff and client satisfaction.

Operations

- By January 31, 2019, complete Just Food strategic plan.
- By 2021, increased community awareness will lead to an increase of new donors by 5%.
- By 2019, increase food pantry weekend & evening availability.
- By 2021, increase resources generated by 15%.
- By 2021, increase total number of new volunteers by 5%.
- By 2021, increase volunteer retention by 5%.

Food supply

- By 2019, increase food donations to Just Food by 3%.
- By 2022, increase the amount of food recovered by 10%.
- By 2021, increase distribution of food to feeding sites and food pantry partners by 20%.

Other barriers facing vulnerable populations

- By 2021, increase numbers of seniors served by 40%.
- By 2021, increase the number of Spanish-speaking clients served by 10%.

Advocacy

- By 2022, increase staff, volunteer, and client engagement in advocacy.

Intermediate objectives

Reduce transportation barriers

- By 2020 and ongoing, implement policy, system, and environmental changes to reduce barriers to food security.

Reduce client barriers

- By 2023, increase the total number of school-based food pantries in Douglas County by 10.

Operations

- By 2023, increase resources generated by 42%.

Advocacy

- By 2023, increase SNAP enrollment at Just Food by 10%.

Programming

- By 2020, offer Just Cook in areas that have been identified as underserved.
- By 2022, expand “Hunger and Health” efforts.
- By 2023, offer Just Grow in areas that have been identified as underserved.

Long-term objectives*

- By 2023, reduce food insecurity from 16.5% to 15.5%. (Source: Feeding America)**
- By 2023, increase the percent of adults that consumed fruit at least once per day from 60.6 percent to 63.5 percent. (Source: BRFSS)**
- By 2023, increase the percent of adults that consumed vegetables at least once per day from 81.3 percent to 85 percent. (Source: BRFSS) **
- By 2023, increase the proportion of adults who are at a healthy weight from 41.1 percent to 43.0 percent. (Source: BRFSS) **
- By 2023, reduce the percent of children who are obese from 24.0 percent to 22.8 percent. (Source: Fitness Gram via USD 497) **
- By 2023, increase the percentage of (low-income, low-vehicular access) residents who are able to reach a healthy food access point by foot, bike, or transit. **
- By 2023, increase school attendance by 5 percent.
- By 2023, improve percentage of 3rd-graders scoring “on grade level” or above by 3 percent.

*Just Food is working alongside other community partners to address these long-term objectives.

**Drawn from the [Douglas County Community Health Improvement Plan](#).

About this Report

This report was commissioned by the Just Food Board of Directors, and was created by Christina Holt of the University of Kansas Center for Community Health and Development in collaboration with the Board.

Many thanks to the Kansas Health Foundation for the funding support for this assessment and related strategic planning efforts.



Appendix A: Focus Group Questions

Off site

Do you know about Just Food?

What do you know about Just Food?

Have you been there? If not, why not? What are barriers to accessing Just Food?

Do you feel welcome there?

If you are in need of food assistance, where do you access food?

Do you know people who could benefit from Just Food but aren't able to get here? If so, what would make it easier for them to get the help they need?

What do you believe are the 2-3 most important issues that must be addressed to improve food security and access to healthy food in our community?

Other than access to healthy food, what else would improve your life?

On site/ familiar with Just Food

What does Just Food mean to you?

What do you view as strengths of Just Food? What do you most value?

Are there any barriers we should be aware of?

What ideas for improvement do you have?

- Are there any products you'd like to see that Just Food doesn't have?
- Need for availability on weekends?
- Need for kitchen supplies?

What do you believe are the 2-3 most important issues that must be addressed to improve food security and access to healthy food in our community?

Do you know people who could benefit from Just Food but aren't able to get here? If so, what would make it easier for them to get the help they need?

Other than access to healthy food, what else would improve your life?

Appendix B: Interview Questions

Can you tell me a little bit about your position/ work, and who you support?

What do you know about Just Food?

Do those you serve benefit from Just Food?

(If applicable), What do you view as strengths of Just Food? What do you most value?

What does Just Food mean to folks you serve?

What barriers should we be aware of?

Do you know people who could benefit from Just Food but aren't able to get here? If so, what would make it easier for them to get the help they need?

What ideas for improvement do you have?

Do your clients access Just Food? If not, why not? What are barriers to accessing Just Food? Do clients feel welcome there?

Do you know people who could benefit from Just Food but aren't able to get here? If so, what would make it easier for them to get the help they need?

Other than access to healthy food, what else would improve your clients' lives?

What do you believe are the 2-3 most important issues that must be addressed to improve food security and access to healthy food in our community?

Who else should I speak with?

Appendix C: Survey Questions

1. Have you applied for the food stamps (SNAP) program?
 - a. Yes, I have applied
 - b. Yes, and I am currently receiving benefits
 - c. No, because I do not qualify
 - d. No, because I do not know how
 - e. No, because I was not aware of the program
 - f. No, I have tried, and it is too hard
2. How many children under the age of 18 years old live in your household?
3. Have you applied to receive benefits from the WIC program?
 - a. Yes, I have applied
 - b. Yes, and I am currently receiving benefits
 - c. No, because I do not qualify
 - d. No, because I do not know how
 - e. No, because I was not aware of the program
 - f. No, I have tried, and it is too hard
4. How much money do you spend on food per month?
5. Where do you get most of your food from?
 - a. Grocery store
 - b. Food pantry
 - c. Gas station
 - d. Restaurants
 - e. Fast food
 - f. Friend/ family's home
 - g. Farmers' market
6. If you do not shop at the farmers market, why not?
 - a. I do not have transportation to get there
 - b. It is too expensive
 - c. I do not know where it is
 - d. Other
7. What percent of food in your home is wasted/thrown out?
 - a. 0-20%
 - b. 21-40%
 - c. 41-60%
 - d. 61-80%
 - e. 81-100%
8. What brings you to Just Food today? (Why are you in need of food?)

- a. I am currently unemployed/ Loss of Job
 - b. Unexpected expenses/Bills were higher than usual
 - c. Monthly income is not enough
 - d. Other:
9. How did you hear about Just Food?
- a. From another agency
 - b. From friends/family
 - c. The newspaper
 - d. Other:
10. How many times a month do you come to Just Food?
- a. Once
 - b. 2-4 times
 - c. 5-7 times
 - d. 8-9 times
 - e. 10+ times
11. How long have you been coming to Just Food?
- a. 0 to 6 months
 - b. 6 months to a year
 - c. 1-2 years
 - d. 3-4 years
 - e. 4+ years
12. How many jobs do you/your household members have, in total?
- a. 0
 - b. 1
 - c. 2
 - d. 3
 - e. 4+
13. How would you rate your overall health?
- a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
14. Are you currently at a healthy body weight?
- a. Yes
 - b. No
 - c. I am not sure what a healthy weight is for me

15. If you have children, are they at a healthy body weight?
- Yes
 - No
 - I am not sure what a healthy weight is for my children
 - I do not have children
16. How many hours per week do you exercise?
- 0-1 hours
 - 1-2 hours
 - 2-3 hours
 - More than 3 hours
17. How many servings of fruit do you eat each day? (1 serving = $\frac{1}{2}$ cup fresh/frozen/canned OR 1 small piece of fruit)
- 0
 - 1-2
 - 3-4
 - 5+
18. If "0", why do you not eat fruit?
- It is too expensive
 - I do not know how to prepare it
 - I do not know where to find it
 - I do not like fruit
 - Not Applicable (I do eat fruit)
19. How many servings of vegetables do you eat each day? (1 serving = $\frac{1}{2}$ cup fresh/frozen/canned or 1 cup of leafy greens)
- 0
 - 1-2
 - 3-4
 - 5+
20. If "0", why do you not eat vegetables?
- It is too expensive
 - I do not know how to prepare it
 - I do not know where to find it
 - I do not like vegetables
 - Not Applicable (I do eat vegetables)
21. Do you eat enough fruits and vegetables to satisfy nutritional requirements?
- Yes
 - No
 - I eat enough fruit, but not enough vegetables
 - I eat enough vegetables, but not enough fruit
 - I do not know what the requirements are

22. How many servings of meat do you eat in a day? (1 serving = Size of a deck of cards)
- a. 0
 - b. 1-2
 - c. 3-4
 - d. 5+
23. How many servings of grains do you eat in a day? (1 serving = about ½ cup)
- a. 0
 - b. 1-2
 - c. 3-4
 - d. 5+
24. What percentage of grains that you eat are whole grains? (Brown rice, whole wheat bread/pasta/crackers)
- a. 0-20%
 - b. 21-40%
 - c. 41-60%
 - d. 61-80%
 - e. 81-100%
25. Would you like to make changes to your diet?
- a. Yes
 - b. No
 - c. I do not know if I can
 - d. I am not sure how
26. What would help you make more changes to your diet? (circle all that apply)
- a. More information about healthy food
 - b. More food choices
 - c. More time
 - d. More money
 - e. Cooking classes
 - f. Other
27. Do you, or anyone in your household, have type 2 diabetes?
- a. Yes
 - b. No
28. Do you have other health conditions that are managed with healthy food, like heart disease or hypertension?
- a. Yes
 - b. No
29. How healthy are your options at Just Food compared to other food pantries?
- a. Much better

- b. Better
 - c. The same
 - d. Worse
 - e. Much worse
30. How much food do you need from Just Food or other pantries in order to make sure you have enough food for your household each month?
- a. A few days' worth
 - b. A week's worth
 - c. 2 weeks' worth
 - d. 3 weeks' worth
 - e. A month's worth
31. How interested are you in cooking classes, teaching you how to make meals under \$2 by a trained chef?
- a. Extremely interested, definitely attend
 - b. Interested, would attend
 - c. Slightly interested, might attend
 - d. Not interested, would not attend
32. Do you have dependable transportation to get to Just Food?
- a. Yes
 - b. No
33. How do you get to Just Food?
- a. Personal Car
 - b. Friend/family Car
 - c. Bus
 - d. Other:
34. How many meals a day do you eat?
- a. 1
 - b. 2
 - c. 3
 - d. 4+
35. How many times have you skipped a meal this week?
- a. 0
 - b. 1-2
 - c. 3-4
 - d. 5-6
 - e. 7+
36. How often do you throw out food that you receive from Just Food or other food pantries?
- a. Never
 - b. Once a week

- c. Once every other week
 - d. Once a month
 - e. A few times a year
37. How satisfied are you with the food available at Just Food?
- a. It is plenty for what my family needs
 - b. Some months it is enough for us, and other times it is not
 - c. It is not adequate to meet our needs at all
38. When are the best times for Just Food to be open for you to receive food? (circle all that apply)
- a. Anytime
 - b. Daytime
 - c. Lunch hour
 - d. Evenings (after 5pm)
 - e. Weekends
39. How helpful is the Just Food staff/volunteers when you come in?
- a. They are helpful and very nice
 - b. Sometimes they are nice, and other times they are not
 - c. I do not feel like the Just Food staff/volunteers are nice
 - d. I have been mistreated before and do not feel comfortable
40. What input do you have regarding the choice system at Just Food?
41. What would make the choice system easier for you?
42. Do you utilize the daily market? (fresh bread, produce, dairy, and ready to eat meals)
- a. Yes, I do use daily market
 - b. No, because I do not know how to prepare that food
 - c. No, because I did not know about it
 - d. No, because I do not like it
43. Do you grow your own food?
- a. Yes, I do grow my own food
 - b. No, because I do not have enough space
 - c. No, because I do not know how
 - d. No, because I do not have enough time
 - e. No, because I do not have the money to do it
 - f. No, because it is not allowed where I live
44. Please list 3 food types that you would like to see more of at Just Food.

¹ Number of individuals served in 2017 as reported by Just Food.

² Harvesters Map the Meal Gap 2018 – Individual and Childhood Food Insecurity (2016 Data, released May 2018), retrieved July 17, 2018 from [https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Ambassador%20documents/MMG_2018-Summary_Talking-Points-\(2016-Data\).pdf](https://www.harvesters.org/Harvesters.org/media/assets-uploaded/Ambassador%20documents/MMG_2018-Summary_Talking-Points-(2016-Data).pdf).

³ Data USA: Douglas County, KS. Retrieved July 17, 2018 from <https://datausa.io/profile/geo/douglas-county-ks/>.